

Resource and Referral Complaint Policy

The Macomb 4C is a non-profit organization that seeks to improve the quality and availability of childcare. We are committed to resolving any complaints to the best of our ability, as well as to guide parents through the licensing complaint policy should complaints or concerns arise.

Childcare Provider Complaints

MSU Extension-4C will include in its childcare database all providers with an active license. Decisions to exclude referrals to parents of particular providers/programs will be made solely by child daycare licensing.

Any person with alleged licensing compliance complaints/concerns against a childcare provider/program will be directed to call the toll free licensing complaint phone number:

1 866-856-0126 or to log onto the DHS website: www.michigan.gov/dhs to complete a complaint form.

If clients request information on the revocation of licenses, they may access that information through the Freedom of Right to Know Act of Michigan by calling 517 373-3598.

If the complaint does not involve a licensing violation, 4C staff will work with the complainant to find solutions to the problem.

When a licensing complaint/concern is received, the 4C Staff will:

1. Document the complaint/concern information on the Concerns/Complaints form.
2. Call Child Day Care Licensing to inform them of the nature of the complaint if the parent has shared the name of the provider.
3. Not offer judgment as to the validity of the complaint unless there is first-hand knowledge to corroborate the complaint.
4. Report, upon visiting a home or center, any observed non-compliance of the licensing rules to Child Day Care Licensing.
5. Save on file all Child Day Care Licensing written communications regarding the complaint or provider's status.
6. Place provider on "no referral" status on the childcare database when notified by Child Day Care Licensing to do so. Provider should be returned to "give referral" status upon notification from Child Day Care Licensing.
7. Keep any information pertinent to the complaint confidential.
8. Delete revoked licensees from the childcare database.
9. Check complaint file on a monthly basis and follow-up with complainants to see if complaints/concerns have been resolved.

Child Day Care Licensing will:

1. Notify the Macomb 4C of providers to be placed on "no referral" status.
2. Notify the Macomb 4C of the revocation of licenses.
3. notify the Macomb 4C of the reinstatement of providers license/registration so provider can be placed into "give referral" status.

4C Service Complaints

1. Complaints regarding quality of service can be articulated via phone, email, fax or US mail and are directed to the Program Coordinator,

Mary Frontiero, Program Coordinator
21885 Dunham Road, Suite 12
Clinton Township, MI 48036

Frontie3@msu.edu

Phone: 586-469-7541

Fax #: 586-469-6992

2. All complaints are documented, signed and dated.
3. Program Coordinator discusses complaint with appropriate staff.
4. Program Coordinator discusses issue with complainant and works toward a resolution that is satisfactory. If Program Coordinator cannot come to a resolution with complainant, Program Coordinator will contact Executive Director.
5. If resolution is achieved, it is documented and kept on file. If resolution is not achieved, the Executive Director then will review and contact the complainant.
6. Complaints will be responded to within 10 business days via phone, email or US mail.
7. Clients are made aware of this complaint policy and procedure through the referral packet, phone or email.